



AltiConsole™

for AltiWare Open Edition (OE) / AltiServ Contact
Center (ACC) Release 5.0
and AltiContact Manager (ACM) Release 5.0

Manual

WARNING!

Toll fraud is committed when individuals unlawfully gain access to customer telecommunication systems. This is a criminal offense. Currently, we do not know of any telecommunications system that is immune to this type of criminal activity. AltiGen Communications, Inc. will not accept liability for any damages, including long distance charges, which result from unauthorized and/or unlawful use. Although AltiGen Communications, Inc. has designed security features into its products, it is your sole responsibility to use the security features and to establish security practices within your company, including training, security awareness, and call auditing.

NOTICE

While every effort has been made to ensure accuracy, AltiGen Communications, Inc. will not be liable for technical or editorial errors or omissions contained within the documentation. The information contained in this documentation is subject to change without notice.

This documentation may be used only in accordance with the terms of the AltiGen Communications, Inc. License Agreement.

AltiGen Communications, Inc.
4555 Cushing Pkwy.
Fremont, CA 94538
Telephone: 510-252-9712
Fax: 510-252-9738
E-mail: info@altigen.com
Web site: www.altigen.com

TRADEMARKS

AltiGen, AltiServ, AltiWare, AltiContact Manager, AltiLink, AltiConsole, AltiAdmin, Alti-IP 600, Alti-MSCRM, Alti-VRPlayer, Zoomerang, and Dynamic Messaging are trademarks or registered trademarks of AltiGen Communications, Inc.

All other brand names mentioned are trademarks or registered trademarks of their respective manufacturers.

Copyright © AltiGen Communications, Inc. 2004. All rights reserved.
Printed in U.S.A. 10/2004 4502-0001-5.0

Contents

Warranty	v
Before You Begin	1
About AltConsole	1
About Multi-Site Console.....	1
New in Version 5.0.....	2
Package Contents	2
System Requirements	3
Before Installing AltConsole	3
Installing AltConsole	3
Auto Upgrade	4
Downgrade Procedure	4
Getting Started	5
Logging In	5
Logging In to Multi-Site Console.....	7
About the AltConsole Main Window	9
Busy Lamp Field View (BLF tab)	12
All Extensions View (ALL tab)	13
Trunk Status View (Trunk tab)	14
Speed Dial View (SPEED tab)	15
Call States	16
Activity States	17
Keyboard Shortcuts	18
Mouse Shortcuts	19
Handling Calls	21
A General Procedure	21
Hands Free Handling	21
Dialing	22
Answering Calls	22
Hold and Hold Pending	23
Transferring Calls	24

Blind Transfer	25
Supervised Transfer	25
Transfer to Auto Attendant	26
Transfer to IVR	26
Transfer to Voice Mail	26
System Call Park	27
Line Park	28
Conference Calls	29
Overhead Paging	30
Configuring AltiConsole Settings	31
Setting AltiConsole Behavior, Overhead Paging, and Auto Attendant/ IVR	31
Viewing Your Server, Extension, and Tenant ID	32
Setting Speed Call List Entries	33
Group Setup	35
Index	37

Warranty

What The Warranty Covers

AltiGen Communications warrants its hardware products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, AltiGen Communications will, at its sole option, repair, refund or replace the product with a like product.

How Long the Warranty Is Effective

All AltiGen Communications products are warranted for one (1) year for all parts from the date of the first end user purchase.

Whom the Warranty Protects

This warranty is valid only for the first end user purchaser.

What the Warranty Does Not Cover

1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
 - a) Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 - b) Repair or attempted repair by anyone not authorized by AltiGen Communications.
 - c) Any damage of the product due to shipment.
 - d) Removal or installation of the product.
 - e) Causes external to the product, such as electric power fluctuations or failure.
 - f) Use of supplies or parts not meeting AltiGen Communications' specifications.
 - g) Normal wear and tear.
 - h) Any other cause which does not relate to a product defect.
3. Shipping, installation, set-up and removal service charges.

How to Obtain Service

End user customers should contact your Authorized AltiGen Dealer for service.

Authorized AltiGen Dealers must follow the steps below for service:

1. Take or ship the product (shipment prepaid) to your AltiGen distributor or to AltiGen Communications, Inc.

All materials being returned to AltiGen must have an associated RMA number. RMA numbers are issued by AltiGen Customer Service and can be obtained by calling 1-888-ALTIGEN (258-4436) or faxing an RMA form to 510-252-9738, attention to Customer Service. AltiGen reserves the right to refuse return of any material that does not have an RMA number. The RMA number should be clearly marked on the outside of the box in which the material is being returned. For example:

Attn.: RMA # 123
AltiGen Communications, Inc.
4555 Cushing Pkwy.
Fremont, CA 94538

Upon authorization of return, AltiGen will decide whether the malfunctioning product will be repaired or replaced.

2. To obtain warranty service, you will be required to provide:
 - a) the date and proof of purchase
 - b) serial number of the product
 - c) your name and company name
 - d) your shipping address
 - e) a description of the problem.
3. For additional information contact your AltiGen Dealer or AltiGen Communications, Inc. via e-mail at support@altigen.com.

Effect of State Law

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Sales Outside the U.S.A.

For AltiGen Communications products sold outside of the U.S.A., contact your AltiGen Communications dealer for warranty information and services.

Before You Begin

About AltConsole

AltConsole 5.0 is an attendant console application for a client system or personal computer running Microsoft Windows 98/2000 or Windows NT (Server or Workstation) 4.0 with Service Pack 6a (or higher).

It connects to AltGen's AltServ, the telephony server, running **AltWare OE/AltServ Contact Center 5.0** (or higher) or **AltContact Manager 5.0** (or higher). AltConsole can simultaneously support up to ten operators on the same AltWare system. However, you must purchase the AltConsole software license for desired number of sessions to support.

AltConsole provides the following call handling functions:

- Placing and Answering Calls
- Placing Calls on Hold
- Transferring Calls (Blind and Supervised Transfers)
- Transferring Calls to Voice Mail
- Transferring Calls to Auto Attendant/IVR
- Conference Calls (with up to six total parties)
- Parking Calls
- Accessing Overhead Paging (if available on your system)
- Viewing of Call Status of users on the system (*busy, idle, DND*, etc.)

About Multi-Site Console

The **Multi-Site Console** feature allows the application to act as an attendant console for multiple systems. Up to 10 sites (servers) can be added and managed through Multi-Site Console. The total number of physical extensions supported is 600. The total number of combined extensions (physical + virtual) supported is 6,000.

New in Version 5.0

- An extension activity display column added to BLF and ALL tabs display.
- AltConsole is able to pick up workgroup queued calls from the **Group Call Queue** tab by clicking on the call.
- AltConsole screen is enlarged to 1024 x 768 full screen display (800x600 monitor setting no longer supported)
- Line park—Line Park tab added, which displays all lines configured in Line Park Groups, Line Park name and Line Park line status. An operator can click on the Line entry to park a connected call or to pick up a parked call.
- Group paging support—a Group Paging configuration option is added in the Setup menu (feature not available for remote servers connected through Multi-Site Console)
- The Transfer button will send “FLASH *” to release a tie trunk if the incoming call is through an IP trunk.
- For the **BLF**, **ALL** and **SPEED** tab, an operator can enter data in one or more text boxes to find a matched entry quickly.
- If the application detects an older version between the client and AltWare server, the client system is prompted for upgrade permission and a software upgrade session can be started.
- Extension password protection for logins.

Package Contents

The following items are included in the AltConsole package:

- AltConsole 5.0 Manual
- AltConsole End User License Agreement

Make sure you have all items listed above. If anything is missing or damaged, please contact your Authorized AltGen Dealer.

System Requirements

The client system must meet the following minimum requirements:

- Windows 2000, NT Server 4.0 (Server or Workstation) with Service Pack 6 (or higher)
- Intel 300 MHz (or faster) Pentium
- 30 MB available hard disk drive space
- 128 MB DRAM

Additional Requirements for Multi-Site Console

- Each site must have AltiWare OE 5.0 (or higher) Server installed in the LAN in which the application runs.

Before Installing AltiConsole

- AltiWare OE Release 5.0 (or higher), AltiServ Contact Center 5.0 (or higher) or AltiContact Manager 5.0 (or higher) must be installed on the system to which the AltiConsole client will connect.
- The system administrator must configure the extension to enable **Multiple Call Waiting** as an Answering option, as well as configuring the extension's **Busy Call Handling** and **No Answer Handling** as desired.
- The client system should be connected to the system over the LAN.
- Ensure AltiConsole License Key has been enabled.
- 4.6 client programs cannot be installed in the same PC running 5.0 client programs.

Installing AltiConsole

1. Insert the AltiWare CD into the CD-ROM drive.
2. Run the **Setup.exe** from the **Client\AltiConsole** folder and follow the installation instructions as they appear on the screen.

Auto Upgrade

During startup, AltiConsole will detect if its version matches with the version of the OE/ACC or ACM server to be connected. If an older version is found, the client will be prompted for upgrade permission. If the user decides to auto upgrade, the AltiConsole application is terminated and a software upgrade session is started. Restart AltiConsole to run the newer version.

Note: For remote AltiConsole users, auto upgrade over the Internet requires the sending of 15 MB files over the WAN, which may take some time to perform the automatic update.

Downgrade Procedure

1. Go to **Control Panel>Add/Remove Programs** and remove the AltiConsole 5.0 program and ALL OTHER 5.0 client applications (including AltiAgent, AltiView, AltiSupervisor and CDR Search 5.0).
2. Reboot your system.
3. Go to “<local drive>:\Program Files\AltiGen\Shared Files\” and remove **AlpInterface.dll**.

Note: The **AlpInterface** might be located under “\WinNT\System32\”, “\Windows\System32\” or some other location. Use the **Search for Files and Folders** feature to locate and remove all **AlpInterface.dll** files from the system.

4. Install the AltiConsole 4.6 software.

Getting Started

In order to run AltConsole, the system server must be up and running. While the system is running, the data you see in your AltConsole windows is refreshed and updated. If the system is stopped in the middle of an AltConsole session, you will be prompted to close your session.

Logging In

When you log in, you are prompted for the following information:

Figure 1. Logging in

Local Server Info:

- **Server Address** - the IP address of your server
- **Server Display Name** - name of your server
- **Extension Number** - your extension number.
- **Extension Password** - your extension password.

Note: AltIServ maintains a counter for each extension to track login failures. Up to 8 login attempts are allowed, after which login will be disabled from 1 to 24 hours (depending on the Administrator's setting).

Options:

- **Save Password** - remembers your password for the next time you log in.
- **Monitor group call queue** - lets you see calls in a group's queue. See "Monitoring a Group Call Queue" on page 6.
- **Multi-Site Console** - allows user to act as AltConsole operator for multiple systems. See "Multi-Site Console" on page 7.

Note: Your logon info for the current session is also shown in the **Logon Info** tab of the **Setup** dialog. See "Viewing Your Server, Extension, and Tenant ID" on page 32.

If you have trouble, check with your system administrator to be sure you are using a *physical* extension.

Other AltIServ Settings Apply to AltConsole

If you have configured your extension settings by way of other AltWare system applications such as AltView, those settings apply when you run AltConsole on your extension. For example, if you enable Hands Free Manual Answer Mode by pressing #82 or #81 on your telephone keypad, which allows you to answer calls leaving your phone off hook, that setting is active when you use AltConsole.

The Hands Free Manual Answer Mode is one setting you'll probably want to use in a busy environment. See "Hands Free Handling" on page 21.

Monitoring a Group Call Queue

AltConsole provides the capability to see a group's call queue. During your session, you will be able to see all calls queued up for your group, along with waiting times.

Important: To be able to monitor a group queue, the Operator must be an agent and belongs to the group.

To monitor your group's call queue:

- Select **Monitor group call queue** in the login dialog box.

You can now monitor queues for every group you belong to. For more information on monitoring group call queues, see the description under "About the AltConsole Main Window" on page 9.

Multi-Site Console

When the **Multi-Site Console** option is checked, the login window expands to allow you to enter the information for the remote server(s) that the main AltiConsole will oversee as the Operator.

Logging In to Multi-Site Console

When the **Multi-Site Console** option is checked, the login window expands to show the **Remote Server List**.

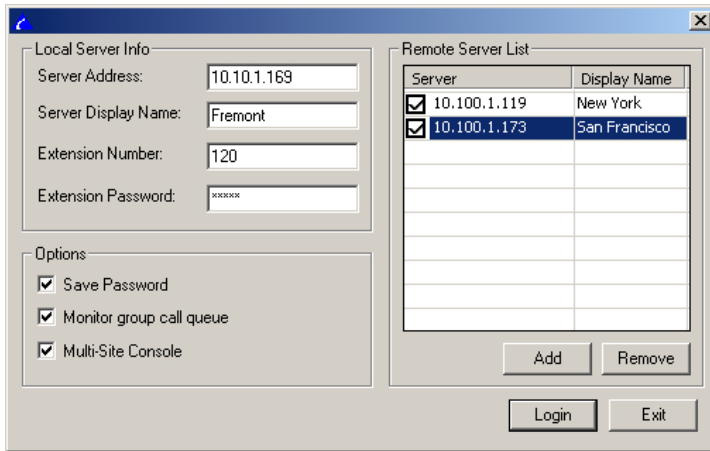


Figure 2. Multi-Site Console Logon

To add a remote server:

1. Click the **Add** button. In the **Server** field, a checked box appears and the **Server** and **Display** fields become highlighted.
2. Click on the **Server** field and replace “New0” with the IP address of the remote server.
3. Click on the **Display Name** field and replace “Display0” with the name of the remote server.

Note: You can also *left-click* once in either field to change it.

4. Continue adding remote servers (up to 10), repeat Steps 1 - 3.
5. When all remote servers have been added, click **Login**.

Requirements for Remote Servers

For Multi-Site Console configuration, the login extension of the main Alticonsole operator (ext. 116, in this example) must exist in all remote servers as a virtual extension with the same password.

If a workgroup extension is used as an operator, the workgroup extension must exist on the local and remote server, and the agents of this workgroup must exist as virtual extensions on the remote servers.

About the AltiConsole Main Window

When you run AltiConsole, you see the main window.

An example is shown here:

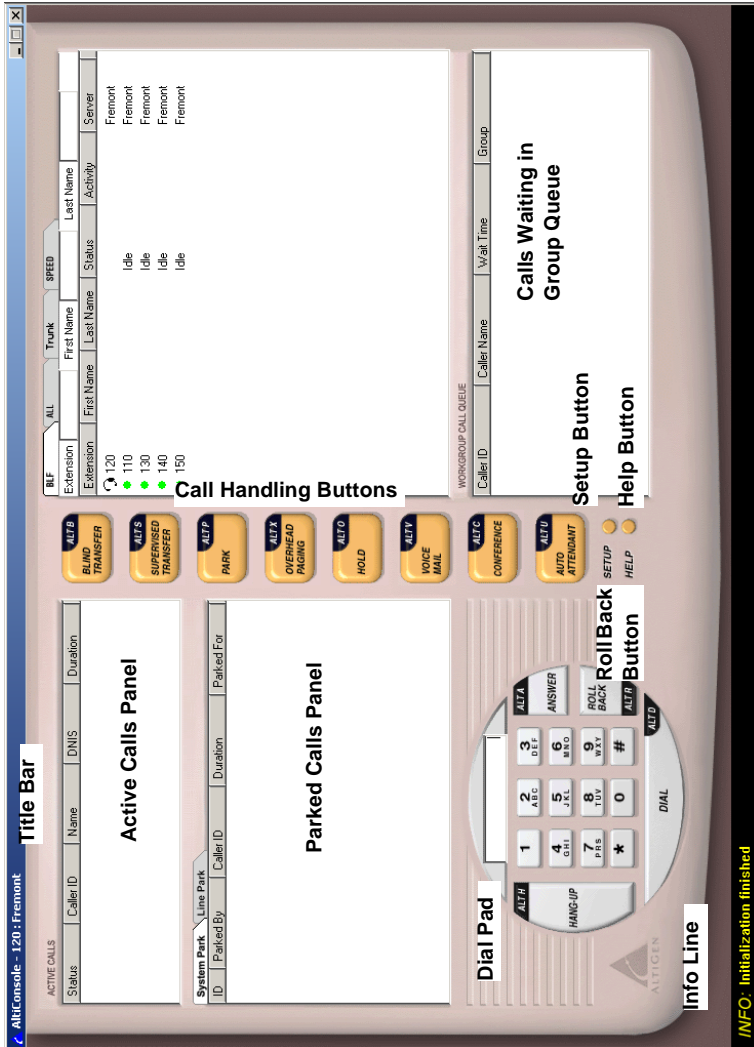


Figure 3. AltiConsole main window

The main window is composed of the following displays and buttons:

- The **Title** bar displays your extension number.

- The **Info** line at the bottom left displays information on the current action or about errors.
- A **message waiting indicator** (red circle) appears at the bottom right when a new message is waiting.
- The **Active Calls** panel shows the status and information about currently connected calls, including caller ID and DNIS information if available.

If your system administrator has enabled multiple call waiting for your extension, this panel can hold up to 50 concurrent calls.

Note: The call states shown in the status column in the Active Calls and other views are described on “Call States” on page 16.

- The **Parked Calls** panel shows for whom the call is parked, who parked it, and the call park ID, a unique number assigned to each parked call that allows the user to pick up the right call.
- The **Dial Pad** provides answering and dialing functions. The Dial Pad is disabled when it is not available, for example, when you’re connected to a call and haven’t taken some action place it on hold.

The **Roll Back** button, unique to AltConsole, has a “cancel and return” function. For example, clicking it will drop a Supervised Transfer or Conference Call attempt, and reconnect the original call.

- The **Call Handling** buttons provide options such as conferencing, transferring, hold, and park.
- The **Setup** button accesses the AltConsole Setup windows, and the **Help** button gets online help.

- The right portion of the AltiConsole desktop shows a detailed view of different activities, each represented by a tab. These views are described in the subsequent sections.

If AltiConsole is logged on with the **Monitor group call queue** option selected, it will also show a group waiting call queue in the lower right pane.

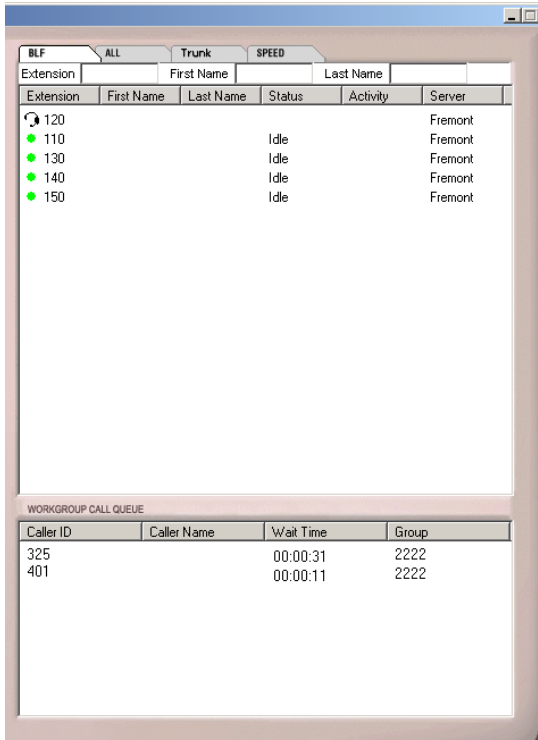


Figure 4. Right portion of AltiConsole main window with Workgroup Call Queue

Note: You can pick up a workgroup queued call from the Group Call Queue window by clicking on the call or you can park your current call to accept the first available call in the group’s queue. If you are a member of multiple groups, you can also specify which groups to monitor. For details, see “Group Setup” on page 35.

In order to use this feature, the “**Allow Agent Pick up Call from Workgroup Queue**” setting must first be enabled in AltiAdmin/ACM Admin.

Busy Lamp Field View (BLF tab)

The panel at the right of the main window contains four tabs. The first tab is **BLF**, or **Busy Lamp Field**. This display lists only *physical* extensions on the AltiWare system.

Extension	First Name	Last Name	Status	Activity	Server
1001	entest1	agent1			entest1
1002	entest1	agent2	Idle		entest1
1003	entest1	agent3	Idle		entest1

Figure 5. BLF Tab

You can sort by any of the columns by clicking the column heading. Clicking the heading repeatedly reverses the sort order from descending to ascending and vice versa. You can also enter data in the **Extension**, **First Name** and **Last Name** boxes (above the columns) to find a matched entry quickly.

In addition to the *extension* and *first* and *last name* of the extension user, this list further displays the *status* of calls (described on “Call States” on page 16), the *activity* state of the extension (described on “Activity States” on page 17, and the *server* that the extension user belongs to (when **Multi-Site Console** option is enabled).

Further, at the left of each extension is a colored dot:

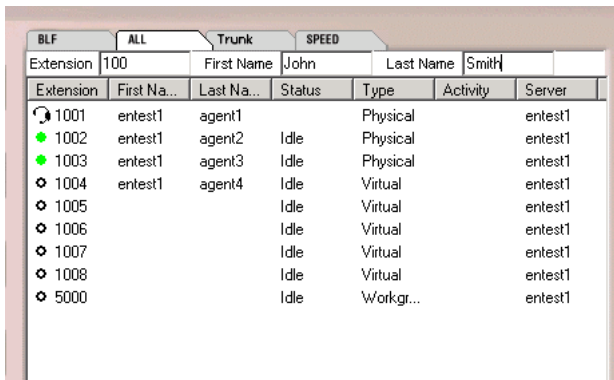
- A solid black dot means the extension is in a Do Not Disturb state.
- A solid green dot means the extension is Idle.
- A solid red dot means the extension is busy—off-hook, ringing, or on hold.
- A headset icon means the extension to which you are logged on.

Notes

- Only the physical extensions in all monitored servers will show in the “BLF” page, while all physical and virtual extensions in all servers will show in the “ALL” page.
- The extensions in remote servers will be displayed in blue text, while local extensions show as black text.

All Extensions View (ALL tab)

The second tab in the panel at the right is **ALL**.



Extension	100	First Name	John	Last Name	Smith	
Extension	First Na...	Last Na...	Status	Type	Activity	Server
1001	entest1	agent1		Physical		entest1
1002	entest1	agent2	Idle	Physical		entest1
1003	entest1	agent3	Idle	Physical		entest1
1004	entest1	agent4	Idle	Virtual		entest1
1005			Idle	Virtual		entest1
1006			Idle	Virtual		entest1
1007			Idle	Virtual		entest1
1008			Idle	Virtual		entest1
5000			Idle	Workgr...		entest1

Figure 6. ALL tab

This panel view displays *all* extensions—physical, virtual, hunt group and workgroup pilots—in the system.

In addition to the columns that are the same as that of the **BLF** tab described in the preceding subsection, an **Extension** column displays the type of extension: Physical, Virtual, Huntgroup or Workgroup.

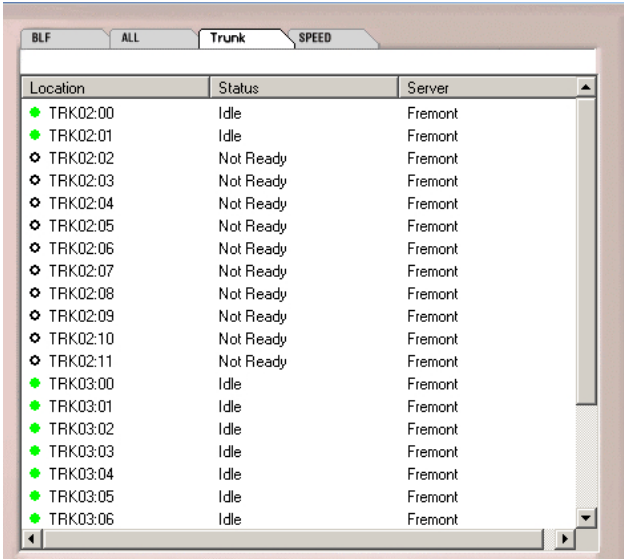
Also, the status column shows a **black circle** next to the extension number for huntgroup pilot, workgroup pilot and virtual extensions.

Further, in this view, a phoneset appears in place of a dot to indicate your extension.

As with the **BLF** view, you can sort by any of the columns by clicking the column heading. Clicking the heading repeatedly reverses the sort order from descending to ascending and vice versa. You can also enter data in the **Extension**, **First Name** and **Last Name** boxes (above the columns) to find a matched entry quickly.

Trunk Status View (Trunk tab)

The third tab in the panel at the right is the **Trunk** tab.



Location	Status	Server
● TRK02:00	Idle	Fremont
● TRK02:01	Idle	Fremont
◊ TRK02:02	Not Ready	Fremont
◊ TRK02:03	Not Ready	Fremont
◊ TRK02:04	Not Ready	Fremont
◊ TRK02:05	Not Ready	Fremont
◊ TRK02:06	Not Ready	Fremont
◊ TRK02:07	Not Ready	Fremont
◊ TRK02:08	Not Ready	Fremont
◊ TRK02:09	Not Ready	Fremont
◊ TRK02:10	Not Ready	Fremont
◊ TRK02:11	Not Ready	Fremont
● TRK03:00	Idle	Fremont
● TRK03:01	Idle	Fremont
● TRK03:02	Idle	Fremont
● TRK03:03	Idle	Fremont
● TRK03:04	Idle	Fremont
● TRK03:05	Idle	Fremont
● TRK03:06	Idle	Fremont

Figure 7. *TRUNK* tab

The Trunk view displays **Location**, **Status** and **Server** (for Multi-Site Console). The *location* identifies the card ID and port (channel) number on the board. For example, in location 00:05, the card ID is 0 and the port number is 5. The *Status* column states are described on “Call States” on page 16. The *Server* column identifies the remote server that the trunk belongs to.

The dots at the left have the following meanings:

- A black circle means not ready.
- A solid green dot means idle.
- A solid red dot means the line is in use, off hook for some reason such as on hold, or in an error condition.

Speed Dial View (SPEED tab)

The last tab in the panel at the right is the **Speed** tab.

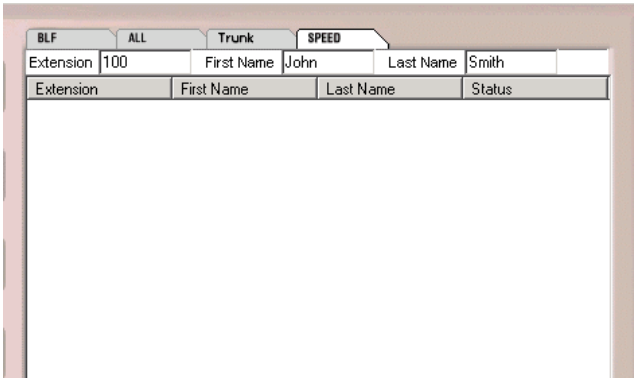


Figure 8. *SPEED* tab

The **Speed Dial** view displays a list you can set up for speed dialing and speed transfers. It is similar to, but more functional than, the system or station speed dialing lists in the system.

You can set up your Speed Dial list as described on “Setting Speed Call List Entries” on page 33.

The **Speed Dial** view displays **Extension**, **First Name**, **Last Name** and **Status** and there is an additional dot indicator: a solid blue dot represents a custom speed dial number.

As with the BLF or ALL view, you can sort by any of the columns by clicking the column heading. Clicking the heading repeatedly reverses the sort order from descending to ascending and vice versa. You can also enter data in the **Extension**, **First Name** and **Last Name** boxes (above the columns) to find a matched entry quickly.

Call States

The **Status** column appears in many of the AltConsole panels. The call states and their dot indicators [in brackets] can be one of the following. Generally stated, red means the line is being used; green means idle.

- **AA** (Auto Attendant) [a solid red dot]—a call being transferred to the auto attendant.
- **Busy** [a solid red dot]—the called party is busy.
- **Conferencing** [a solid red dot]—call participating in a conference call.
- **Connected** [a solid red dot]—a call that is connected to a call or extension.
- **Offhook** [a solid red dot]—the user’s extension is off-hook.
- **Disconnect** [a solid red dot]—a call is disconnected.
- **DND** [a solid black dot]—Do Not Disturb, an extension that is not available to receive calls.
- **Error** [a solid red dot]—there is an error, usually with regard to the dialed number. You must hang up to clear this status.
- **Hold** [a solid red dot]—a call placed on hold by pressing the **Hold** button.
- **Hold Pending** [a red circle]—a call placed on “temporary” hold by pressing the flash key from the phoneset.
- **Idle** [a solid green dot]—an extension with no current activity and available to make or receive calls.
- **In Use** [a solid red dot]
 - an extension that is busy or in an intermediate state (e.g. during a transfer).
 - an extension connected to a trunk that is not ready to serve.
- **Park** [a solid red dot]—a call that is parked, being parked or is in a Multiple Call Waiting queue.
- **Proceeding** [a solid red dot]—an extension setting up (dialing) a call.
- **Ringng** [a solid red dot]—an *incoming* call that is not yet answered.
- **Voice Answer** [a solid red dot]—a call transferred to or in an extension’s voice mailbox.

Activity States

The states displayed in the **Activity** column in **BLF** and **ALL** panels correspond to the settings configured in the **Activity** window of System Configuration in AltiWare Administrator.

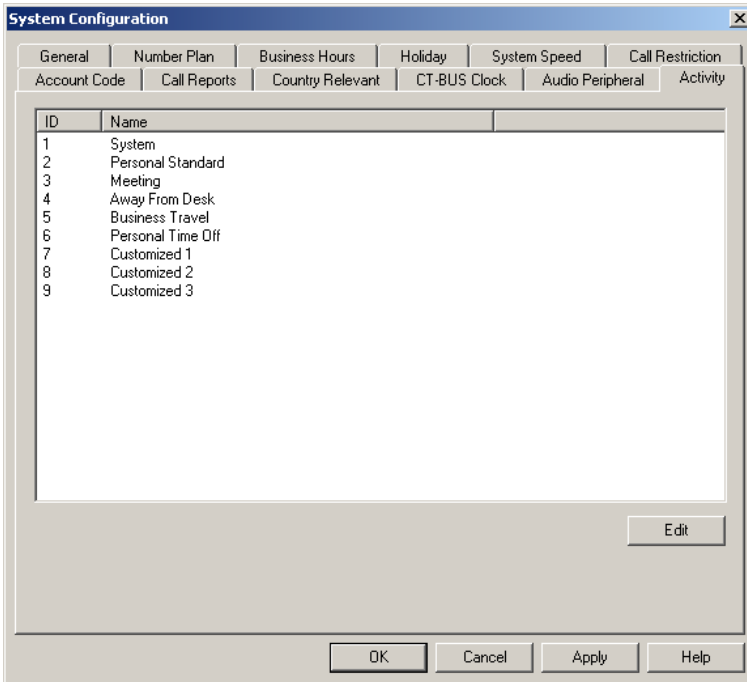


Figure 9. Activity Window of System Configuration in AltiWare Administrator

There are a total of nine activity codes; the first six are pre-configured as follows:

- 1 - System, 2 - Personal Standard, 3 - Meeting, 4 - Away from desk,
- 5 - Business Travel, 6 - Personal Time Off

The remaining three activity codes (7, 8, 9) are not assigned and can be customized by the administrator. When the activity code number selected by the extension, the name of the activity will be displayed to the AltiConsole Operator when the extension user is absent.

Keyboard Shortcuts

General Tips

- You can type extension or phone numbers using the keyboard number keys or the number pad.
- Once you are in any of the panel views, you can use the keyboard arrow keys to scroll through and select a desired call or extension.

Specific Keyboard Shortcuts

Call Handling Function/Button¹	Keyboard Short Cut	Number Pad Short Cut²
Hang-Up	Alt+h	.
Dial	Alt+d	Enter
Roll Back	Alt+r	-
Answer	Alt+a	+
Blind Transfer	Alt+b	/
Supervised Transfer	Alt+s	*
Park	Alt+p	
Overhead Paging	Alt+x	
Hold	Alt+o	
Voice Mail	Alt+v	
Conference	Alt+c	
Auto Attendant	Alt+u	
Clear Dialed Number	Delete	

1. The limitations that apply to all calls also apply to these short-cuts: while connected to a call, you cannot place another call, but you can answer another incoming call. To place or answer a call, your phone must be off-hook.

2. To use the numeric keypad functions, the Num Lock must be on.

Mouse Shortcuts

You can use several mouse shortcuts. The limitations that apply to all calls also apply to these shortcuts: while connected to a call, you cannot place another call, but you can answer another incoming call. To place or answer a call, your phone must be off-hook.

- Double-click an extension in any list of extensions to call that extension.
- Double-click an incoming call (Ringing state in the Active Calls list) to answer it.
- Double-click a call on Hold (Hold state in the Active Calls list) to pick it up. You cannot pickup a call on hold while your phone is ringing.
- Double-click an incoming call to another extension to redirect it to your extension.
- While you're connected to a call, double-click another call to put the first call on hold and take the new one.
- If you double-click a call with the Hold Pending status, it is the same as clicking the **Roll Back** button. That is, this action cancels a Supervised Transfer attempt or a Conference attempt and reconnects you to the original call.
- Click a call in the **Group Call Queue** panel to answer the call.

Handling Calls

A General Procedure

In general, the steps in handling a call in AltConsole are as follows:

1. Select the call.
2. Select the operation such as Blind Transfer, Supervised Transfer, Voice Mail, etc.
3. Select the destination extension or outside number where the call should be sent.
4. Click the **Dial** button or press **Enter** on the keyboard.

Note: Double-clicking the destination number in step 3 completes the action and eliminates the need for step 4. Some actions, such as conferencing, are somewhat more complex; some actions need only two steps, such as Park and Hold.

Hands Free Handling

You can perform the basic functions such as dialing and answering in AltConsole without having to pick up the phone. To do so, you must enable the **Hands Free Manual Answer Mode** (#82 or #81) for your extension. There are two different hands free methods:

- The receiver can be off-hook and the speaker phone turned ON, or
- You can use a headset with the speaker phone OFF.

In the hands free mode, you can answer calls using the **Answer** button or make a call using the **Dial** button, and you can use their keyboard shortcut equivalents.

If the hands free mode is off and you try to answer a call using the **Answer** button, or if you try to place a call using the **Dial** button, AltConsole will display a failure message in the **INFO** line.

Dialing

In the AltiConsole main window, you can dial as follows:

1. Type a number using the keyboard number keys or the numeric keypad, *or* click numbers on the dial pad, *or* select a number in one of the view panels (BLF, All, or Speed).
2. Click the **Dial** button, or press **Alt+d** or the **Enter** key on the keyboard.

The Double-Click Shortcut

If you're calling a number in one of the view panels (BLF, All, or Speed), *simply double-click the number.*

If the call is to an outside number, enter the entire phone number, including the trunk access code and area code if necessary.

Answering Calls

You can answer a call simply by picking up the receiver. Use the **Answer** button or double-clicking to answer calls *without* picking up the phone.

Answering Calls without Using the Phone Hand Set

If it isn't already enabled, turn on the Hands Free Manual Answer Mode as discussed on "Hands Free Handling" on page 21.

- When you get a ring, click the **Answer** button or press **Alt+a** on the keyboard or the + key on the numeric keypad to answer the call through the speaker phone or headset.
- To answer a call with the **Ringng** status in the **Active Calls** list, double-click it.

Answering Calls when You're Already Connected

If you take a Ringng call in the Active Calls list by double-clicking it while you are already connected to a call, that call is placed on hold while you connect to the new call.

Answering Calls to Other Extensions

You can take calls that were going to another extension under certain conditions.

You can't take a call to another extension if you have calls other than Hold calls in the Active Calls list. You have to handle the pending calls first.

You can take the call if it shows a Ringing status.

Use the **Answer** button, **Alt+a**, and the numeric keypad + key can also pick up calls ringing to other extensions.

To pick up a ringing call on another extension:

1. Select the extension call in the **BLF/ALL/SPEED** panel view.
2. Click the **Answer** button or press **Alt+a** on the keyboard;
or, simply double-click the extension call you want to pick up.

Hangup

Use the **Hang-Up** button, or alternatively, **Alt+h**, to disconnect a call without having to place the phone back on-hook.

The **Hang-Up** button does not disconnect calls on hold. If you want to disconnect a call on hold, select it in the **Active Calls** list and then click the **Hang-Up** button.

Hold and Hold Pending

You can place a call on hold in two different ways:

- Click the **Hold** button to put the call on hold until you click **Hold** again.
- Any time you use one of the other call handling functions such as Blind Transfer or Park, the call is put on **Hold Pending** until the call handling action is completed.
- A key difference between the types of Hold is that Hanging up will not disconnect a call on **Hold** but will disconnect a **Hold Pending** call.

You can only put a call on hold if you are Connected to it, and not while it is Ringing. Also, you cannot put active conference calls on hold, even if you are participating in the conference.

Calls on hold will ring back on your extension if they are not picked up with the timeout period set by your system administrator.

To place a call on hold:

While connected to a call, click the **Hold** button or press **Alt+o** on the keyboard.

The call is placed on hold and will hear music or recorded greetings (if it is configured in AltiWare) until it is picked up or you get a ring back.

To pick-up a call on hold:

The call must have a **Hold** status in the Active Calls list.

To pick up the call, double-click it in the Active Calls list, or select it and click the **Hold** button, or select it and press **Alt+o**.

Transferring Calls

Important: When the **Release IP Trunk Tie Link Automatically** check box is selected in AltiConsole General setup, the **Blind Transfer** and **Supervised Transfer** buttons will send “**FLASH ***” to release a tie trunk if the incoming call is through an IP tie trunk. See page 32 for more details.

When You Can and Can't Transfer Calls

Transfer functions include blind and supervised transfer, transferring to an auto attendant, transferring to voice mail, and parking calls. These functions follow simple rules:

- With the exception of transferring to voice mail or auto attendant, the call being transferred must be **Connected** in the Active Calls list. If it's Ringing, double-click it, to connect to it.

If there is no selection and there is no currently connected call, the first ringing call is selected.

- You *can* transfer **Connected** calls to voice mail or to an auto attendant.
- You *cannot* transfer calls with a **Hold** or **Hold Pending** status.
- You *cannot* transfer calls involved in a conference call, even if you are participating in the conference call.

Blind Transfer

Blind Transfer transfers an incoming call to an extension without your having to wait for the called party to answer. For limitations on this transfer, see the discussion, “When You Can and Can’t Transfer Calls” on page 24.

To blind transfer a connected call:

1. Click the **Blind Transfer** button or press **Alt+b** on the keyboard.
2. Select the destination extension from one of the view panels (BLF/ALL/SPEED) by clicking it, or simply enter the destination extension number in the Dial Pad.

If the transfer is to an outside number, enter the entire phone number, including the trunk access code and full number if necessary. To use *Centrex Transfer*, transfer the call using your desk set dial pad.

3. Click the **Dial** button or press **Enter** on the keyboard.

Note: Double-clicking the destination extension number at step 2 eliminates this step.

Supervised Transfer

Supervised Transfer allows you to transfer a call to another extension after checking if the called party at that extension wants to receive the call. For limitations on this transfer, see the discussion, “When You Can and Can’t Transfer Calls” on page 24.

To transfer a connected call:

1. Click the **Supervisor Transfer** button or press **Alt+s** on the keyboard.
2. Select the destination extension from one of the view panels (BLF/ALL/SPEED) by clicking it, or simply enter the destination extension number in the Dial Pad.

If the transfer is to an outside number, enter the entire phone number, including the trunk access code and full number if necessary. To use *Centrex Transfer*, transfer the call using your desk set dial pad.

3. Click the **Dial** button or press **Enter** on the keyboard.

Note: Double-clicking the destination extension number at step 2 eliminates step 3.

4. After connecting to the destination party, verify that the person wants to accept the call, and depending on their response, do one of the following:
 - If **yes**, click the **Supervised Transfer** button or press **Alt+s** on the keyboard again to complete the transfer.
 - If **no**, click the **Roll Back** button or press **Alt+r** on the keyboard to cancel the transfer and return to the original caller.

Transfer to Auto Attendant

You can transfer a connected call to any Auto Attendant as follows.

This function can make use of the default Auto Attendant which is described in “Configuring AltiConsole Settings” on page 31.

1. Select the Connected call in the **Active Calls list**.
2. Click the **Auto Attendant** button or press **Alt+u**.
3. If you want to transfer the call to the default Auto Attendant, skip to the next step. If the Auto Attendant ID you want is different from the default, enter it in the **Dial Pad**.
4. Click **Dial** or press **Enter** on the keyboard.

Transfer to IVR

You can transfer a connected call to any IVR (in AltiContact Manager) as follows.

This function can make use of the default IVR which is described in “Configuring AltiConsole Settings” on page 31.

1. Select the Connected call in the **Active Calls list**.
2. Click the **IVR** button or press **Alt+u**.
3. If you want to transfer the call to the default IVR, skip to the next step. If the IVR ID you want is different from the default, enter it in the **Dial Pad**.
4. Click **Dial** or press **Enter** on the keyboard.

Transfer to Voice Mail

You can transfer a connected call to the voice mail of any extension. If you do not select an extension, the caller is transferred to your own voice mail.

1. Select the Connecting call in the Active Calls list.

If you do not select a call and then proceed with these steps, the currently connected call is selected by default.

2. Click the **Voice Mail** button or press **Alt+v**.
3. Select the voice mailbox for the extension to which you want to transfer. You can select the extension number from the **BLF** or **ALL** panel views or enter the number using the Dial Pad.
4. Click the **Dial** button or press **Enter** on the keyboard.

Double-clicking the extension in step 3 eliminates this step.

To transfer users to their own AltiGen Voice Mail System voice mailboxes:

If a user calls in and wants to be transferred to their own voice mailbox, follow the “Transfer to Voice Mail” in the preceding subsection to transfer the user to their own voice mail.

In addition, instruct the user to press the * key during the voice mail greeting to gain access. The user will be prompted to enter a password or to press # to log into a different extension’s mailbox.

System Call Park

System Call Park allows you to park a call at a public *location*. The system announces where the call is parked—a location number for an extension. After a timeout period expires without the call being answered, your extension is rung to let you know the call is still parked. The timeout period is set by your system administrator.

Up to 100 calls can be parked simultaneously using System Call Park.

On the phone set, System Call Park is performed by entering **FLASH #41**.

For limitations, see the discussion, “When You Can and Can’t Transfer Calls” on page 24.

To park a connected call:

- When you have a connected call, double-click the **Park** button.

The call will be parked.

OR

- When you have a connected call, click the **Park** button (or **Alt+P** on the keyboard), then double-click on an extension in the panel at the right of the main window.

The call will be parked and will show Park for the extension.

Parked calls ring back to you after a timeout period if a user does not pick up the call. The timeout period is set by your system administrator.

Remember to notify users of their parked calls periodically.

To pick-up a parked call:

You cannot be currently connected to any other call when you pick up a parked call.

1. Select the parked call from the **Parked Calls** list.
2. Click the **Park** button or press **Alt+P** on the keyboard.

Note: Double-click the parked call in the **Parked Calls** list to immediately take the parked call.

Line Park

Line Park allows you to park a call at a Line Park group. Line Park groups are configured in AltWare Administrator, where they are also assigned to Groups. *All* Line Park group, including *available* park lines and *occupied* park lines where an extension has parked a call, are shown in the Line Park panel. In the Line Park panel, each line displays the Group, Caller ID, Line Park name, DNIS, Duration and Line Park group status.

System Park		Line Park		ID	Group	Caller ID	Name	DNIS	Duration
●	01	Default							
●	02	Default							
●	03	Default							
●	04	Default							
●	06	Operator							
●	08	Operator							
●	10	San Jose							
●	12	Executives	103			Henry Yang			00:00:23
●	14	Marketing							00:00:07

Figure 10. Line Park Panel

The dots at the left have the following meanings:

- A solid green dot means an available Park Line.
- A solid red dot means the Park Line currently has a parked call.

To line park a connected call:

- When you have a connected call, double-click a green **Line Park** group.

The call will be parked.

Parked calls ring back to you after a timeout period if a user does not pick up the call. The timeout period is enabled and set by your system administrator. Remember to notify users of their parked calls periodically.

To pick-up a line parked call:

You cannot be currently connected to any other call when you pick up a line parked call.

1. Select the parked call from the **Line Park** list.
2. Click the **Park** button or press **Alt+P** on the keyboard.

Note: Double-click the parked call in the **Line Park** list to immediately take the line parked call.

Conference Calls

AltiConsole can provide for a connection of up to six parties into a conference call.

While you are participating in a conference call, you cannot handle other incoming calls. You cannot mix AltiConsole conferencing with phone set conferencing in the same conference session.

To conference an outgoing call:

While connected to the first conference participant other than yourself:

1. Click the **Conference** button or press **Alt+c** to call the second party.
2. Select the second party's extension number from the **BLF/ALL/SPEED** tab or enter the extension number using the **Dial Pad**.

To add an outside caller to the conference call, enter the full phone number, including trunk access code and area code, if necessary, using the **Dial Pad**.

3. Click **Dial** or press **Enter** on the keyboard.
Note: You can also add a party to the conference by double-clicking its extension in the **BLF/ALL/SPEED** tab. You don't need Steps 2 and 3.
4. After connecting with the second party and announcing the conference call, click the **Conference** button or press **Alt+c** to add the call to the conference.

If the party does not want to join the conference call or is not available, click the **Roll Back** button or press the **Alt+r** to cancel the operation and to the conference call.
5. Repeat the above steps for each party you want to add.

To conference an incoming call:

1. To add an incoming call to the conference call, click the **Conference** button or press **Alt+c** to add the call to the conference.

Overhead Paging

If your system is set up with an overhead paging system, you can connect to it by clicking the **Overhead Paging** button. If your system is not setup with this function, the **Overhead Paging** button is dimmed.

You cannot answer a call while engaged in an overhead page, nor can you place the overhead page session on hold.

Also, you cannot use overhead page during a conference call or during a supervised transfer.

You must have **Offhook** status in order to connect to overhead paging.

Overhead paging options are configured in setup. See “Configuring AltiConsole Settings” on page 31.

To connect to the overhead paging:

1. Click the **Overhead Paging** button.
2. Make your announcement.
3. Click the **Hang-Up** button to end the session.

Configuring AltiConsole Settings

Click the **Setup** button at the bottom of the main window to open the Setup windows where you can set your extension number, the default Auto Attendant/IVR, audio and popup behavior, the overhead paging connection and method, and your speed dial numbers.

In these windows, you can save your changes by clicking **OK**.

Setting AltiConsole Behavior, Overhead Paging, and Auto Attendant/IVR

The AltiConsole **General** window is the default that you'll see after clicking the Setup button.

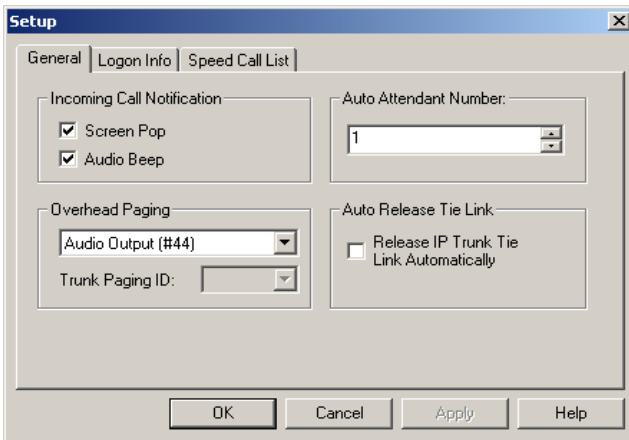


Figure 11. General window, Setup

In this window, you can configure the audio, video, paging, auto attendant/IVR settings and auto release tie link option.

- Select the **Screen Pop** check box to have AltiConsole pop up when a call comes in to your extension.
- Select the **Audio Beep** check box to hear a beep when a call comes in to your extension.

- For overhead paging, select one of the following options:
 - **Audio Output** (the same as pressing #44 on the phone pad)
 - **Trunk Line** (the same as pressing #45 on the phone pad). If you select a trunk line, use the drop down list to select the trunk to be used for the overhead paging.
 - **Group Paging** (the same as pressing #46 on the phone pad). Group Paging is not available for remote servers connected through Multi-Site Console.

Note: Check with your system administrator about the correct settings for overhead paging options in AltiConsole.

- Select the Auto Attendant or IVR number to be used as the default to which callers are sent when you transfer a call to the Auto Attendant/IVR.

You can transfer individual calls to Auto Attendants/IVR other than this default, as described in “Transfer to Auto Attendant” on page 26 or “Transfer to IVR” on page 26.

- Select the **Release IP Trunk Tie Link Automatically** check box to have the **Transfer** button send “FLASH *” to release a tie trunk if the incoming call is through an IP trunk.

Note: The call to be transferred *must* originate from an AltiServ system running 5.0 or later.

Viewing Your Server, Extension, and Tenant ID

Click the **Logon Info** tab to view the server, extension, and tenant ID you are using.

The server and extension are those entered in the AltiConsole logon dialog box for this session. The tenant ID of your extension is set by your system administrator.

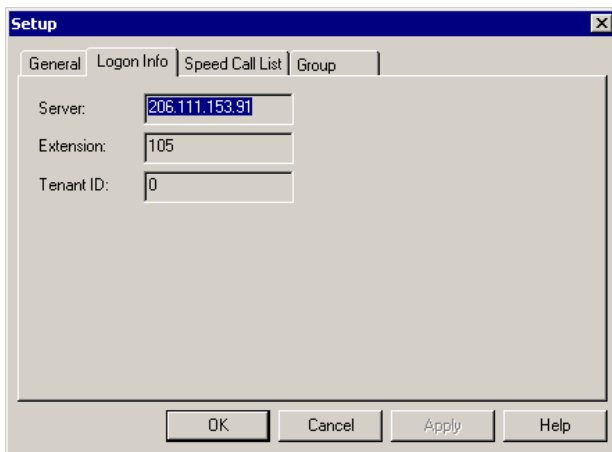


Figure 12. Logon Info window, Setup dialog

AltiConsole remembers these settings the next time you run it.

Setting Speed Call List Entries

Click the **Speed Call List** tab to work on Speed Call entries. This is the list that appears in the Speed panel view as described in “Speed Dial View (SPEED tab)” on page 15—you can dial or transfer to these frequently used numbers with a click of a button.

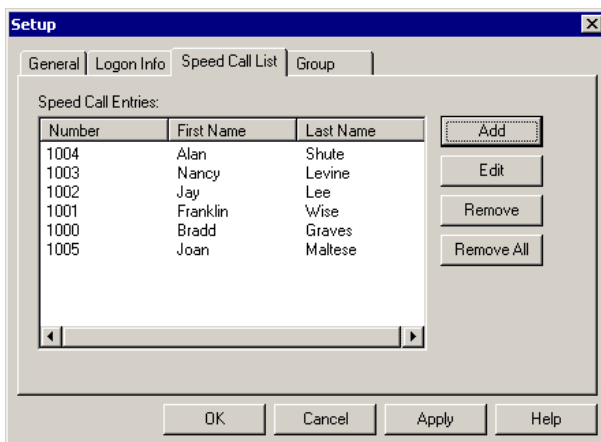


Figure 13. Speed Call List window

To add a number:

1. Click the **Add** button in the Speed Call List window to open a dialog.

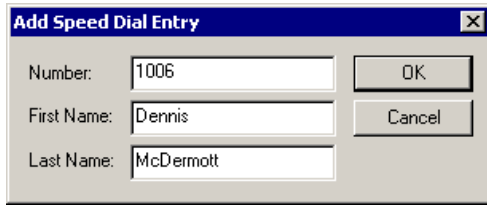


Figure 14. Speed Call List window, Add Speed Dial Entry dialog

2. Enter the number, first name, and last name of the user, workgroup, or external contact.

Outside phone numbers must include all necessary digits such as trunk access code, long distance prefix, area code, etc.

The **First Name** and **Last Name** are optional; they can help you identify the entry. If your System Administrator has configured the system with these names, they will appear automatically in the Speed Call Entries list after you click **OK**.

3. Click **OK**.

To edit a number:

1. Select the number in the Speed Call List window and click the **Edit** button to open an Edit dialog that has the same data boxes as the Add dialog example.
2. Modify the number, first name, or last name as needed.

Outside phone numbers must include all necessary digits such as trunk access code, long distance prefix, area code, etc.

3. Click **OK**.

To remove numbers:

- To delete one number, select the number in the Speed Call List window, click the **Remove** button and confirm your decision.
- To delete all the numbers—that is, to clear the list—click the **Remove All** button and confirm your decision.

Group Setup

If you are a member of a huntgroup/workgroup or of multiple groups, you can specify which groups to monitor, and whether AltConsole should notify you when calls come into a monitored group's queue.

Note: This tab is available only if you selected the “Monitor group call queue” option at logon.

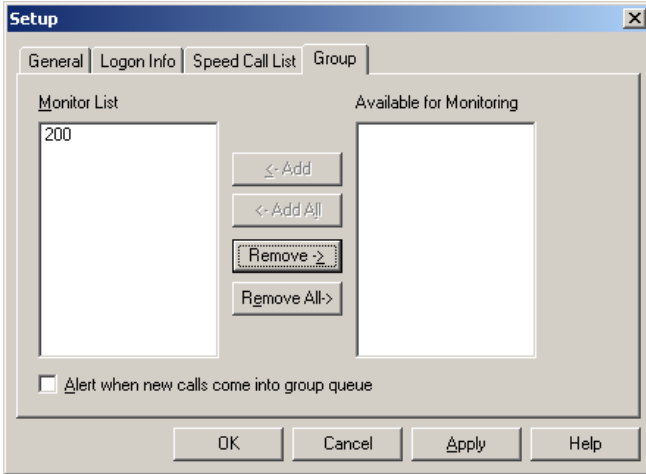


Figure 15. Workgroup window

To specify group call queues to monitor:

- In the **Available for Monitoring** list, highlight the group number whose queue you want to monitor and click **Add** (or **Add All** for all group numbers) to place it in the **Monitor List**.
- In the **Monitor** list, highlight the group number whose queue you don't want to monitor and click **Remove** (or **Remove All** for all workgroups) to place it in the **Available for Monitoring** list.

Queued calls for the groups in the **Monitor List** will appear in your AltConsole main window; queued calls for the groups in the **Available for Monitoring** list will not appear in your AltConsole main window, even though you are a member of that group.

To have Alticonsole alert you when a call comes into a group queue:

- Check this option at the bottom of the Group window. Only calls coming into the groups in the Monitor List will cause Alticonsole to alert you, via a screen pop and a beep. Requires configuration of screen popup or Audio beep from General screen.

Index

A

- AA status 16
- active calls view 10, 16
- address
 - AltiGen Communications, Inc. ii
- All Extensions view 13
- AltiConsole
 - basic functions 1
 - client system installation 3
 - main window 9
 - setup 31
- AltiGen Communications
 - phone numbers ii
- AltiGen Communications, Inc.
 - address ii
- answering calls 22–23
- audio beep 31
- Auto Attendant 26

B

- BLF (see Busy Lamp Field)
- blind transfer 25
- Busy Lamp Field (BLF) 12
- busy status 16
- buttons 10

C

- call handling buttons 10
- call park 27
 - pickup 28, 29
- call park ID 10
- call queue, group 6
- call queue, workgroup 11
- call states 16
- calls status view 10
- conference calls 29
- Conferencing status 16
- configuration 31
- connected status 16

D

- dial pad 10
 - roll back button 10
- dialing 22
- disconnect status 16
- DND status 16
- Do Not Disturb status 16
- double-click shortcut 22
- downgrade procedure 4

E

- error status 16

G

- group call queue 6, 11
- group paging 32

H

- handling calls 21–30
- Hands Free Manual Answer
 - Mode 21
- hang-up 23
- hold
 - pickup a call on hold 24
- hold pending status 16
- hold status 16
- hold, hold pend 23

I

- ID 10
- idle status 16
- In Use status 16
- installation
 - AltiConsole client system 3
 - system requirements 3
- IVR 26

K

- keyboard shortcuts 18

L

- line park 28

Index

M

- main window 9
- making a call 22
- mouse shortcuts 19
- multiple call waiting 10
- multi-site Console 1, 7
 - requirements 3

N

- number pad
 - shortcuts 18

O

- Offhook status 16
- options, setting 31
- overhead paging 30
 - setup 32

P

- paging 30
- Park status 16
- parking a call 27
- pickup a parked call 28, 29
- placing a call 22
- proceeding status 16

R

- release IP trunk tie link 32
- ringing status 16
- roll back button 10

S

- screen popup 31
 - setup 31
 - audio beep 31
 - overhead paging 32
 - screen pop 31
 - speed call list 33
- shortcuts
 - double-click 22
 - keyboard 18
 - mouse 19

- number pad 18
- Speed Call list setup 33
- Speed view 15
- states 16
- Status column 16
- supervised transfer 25
- system call park 27
- system requirements 3

T

- transferring calls 24
 - blind transfer 25
 - parking 27
 - rules about 24
 - supervised transfer 25
 - to Auto Attendant 26
 - to IVR 26
 - to user's voice mailbox 27
 - to Voice Mail 26
- Trunk view 14
- trunk, and overhead paging 32

V

- Voice Answer status 16
- Voice Mail 26

W

- warranty v
 - how to get service v